

215 - Utilities and Transportation Comm

A001 Administration

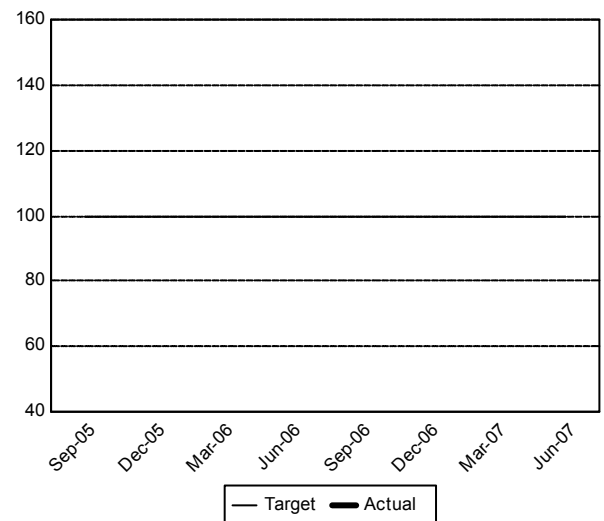
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Provide high-quality services to UTC staff; use agency resources efficiently and effectively; and implement the agency's strategic plan.

Percentage of time the agency website, including records management system, is available to the public.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	99.5%		
	7th Qtr	99.5%		
	6th Qtr	99.5%		
	5th Qtr	99.5%		
	4th Qtr	99.5%		
	3rd Qtr	99.5%		
	2nd Qtr	99.5%		
	1st Qtr	99.5%		
Not measured in 2001-2003.				



A002 Agency Commissioners

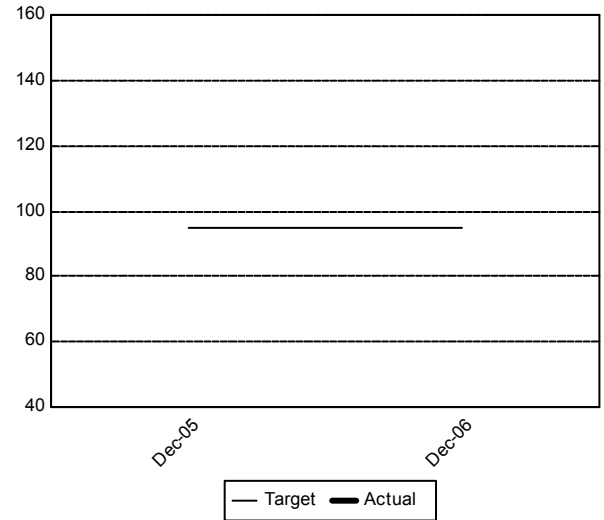
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Services are available, reliable and safe; hearings are timely and fair; rates are stable and reasonable; and Washington interests are considered by national policy makers.

Percent of UTC decisions in non-consent cases appealed and upheld.				
Biennium	Period	Target	Actual	Variance
2005-07	6th Qtr	95%		
	2nd Qtr	95%		
Based on calendar year. Not measured in 2001-2003.				



A003 Pipeline Safety

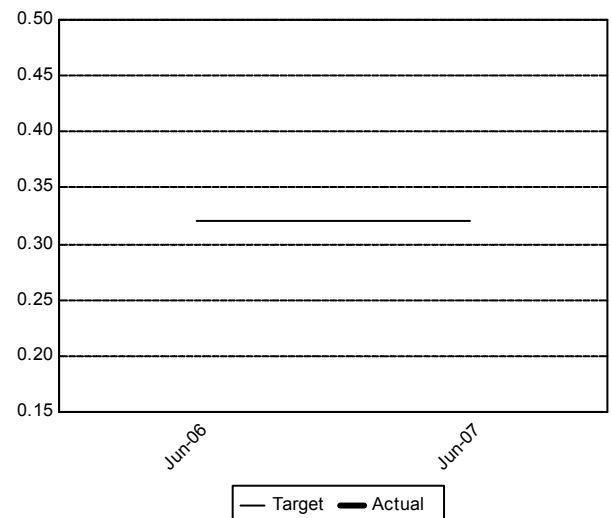
Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Prevent accidents and prepare for emergencies

Expected Results

Safe operation of pipelines, with no leaks, explosions, damage or injury. Informed communities.

Number of gas and hazardous liquids incidents per hundred miles of pipe.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	0.32		
	4th Qtr	0.32		



A004 Public Counsel

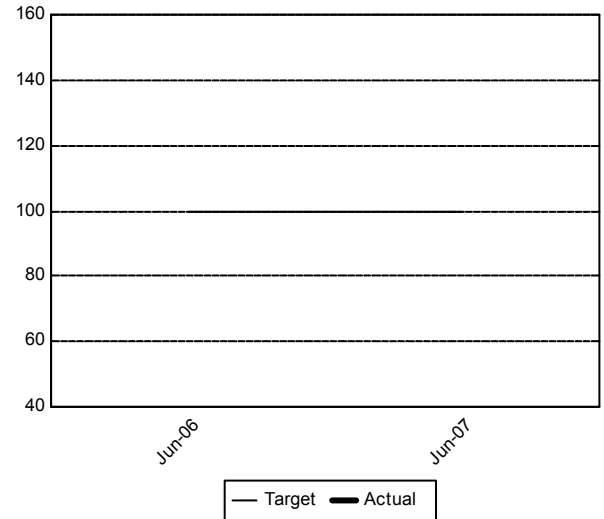
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Effective representation of residential and small commercial rate payers before the Commission.

Percentage that financially supports Public Counsel activity.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	100%		
	4th Qtr	100%		



A005 Railroad Safety

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Prevent accidents and prepare for emergencies

Expected Results

Citizens are safe from injury, accident, and property damage involving railroads.

Number of trespass collisions per million train miles.

A006 Regulation of Consumer Services

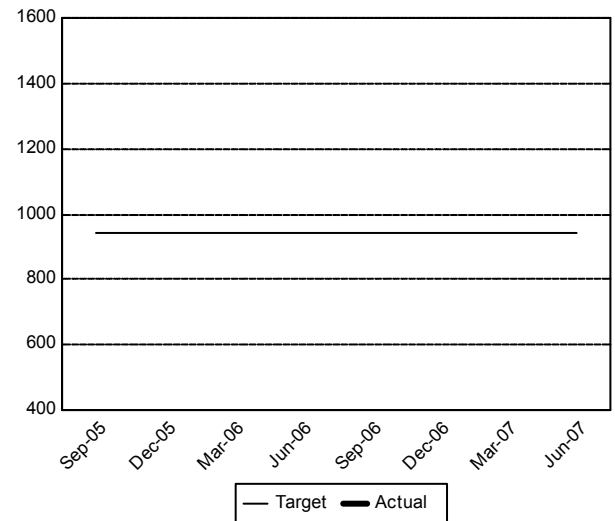
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

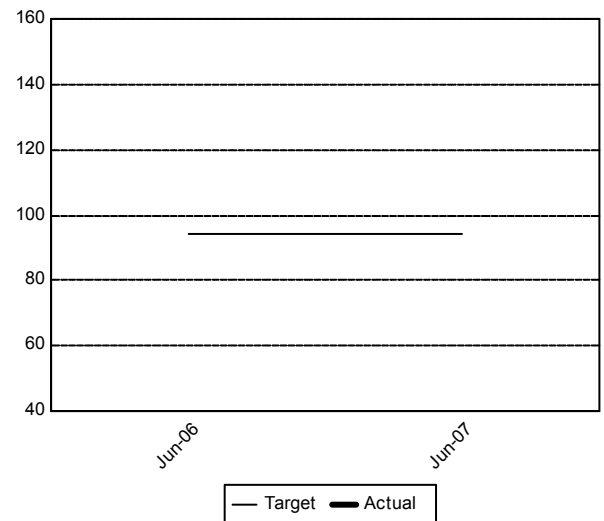
Expected Results

Customers are protected from fraud and abuse; complaints are resolved quickly; and companies treat customers fairly.

Number of complaints received per quarter.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	944		
	7th Qtr	944		
	6th Qtr	944		
	5th Qtr	944		
	4th Qtr	944		
	3rd Qtr	944		
	2nd Qtr	944		
	1st Qtr	944		



Percentage of customers who indicated they had positive interactions with the Consumer Affairs staff regarding their complaint.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	94%		
	4th Qtr	94%		



A007 Regulation of Energy Companies

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

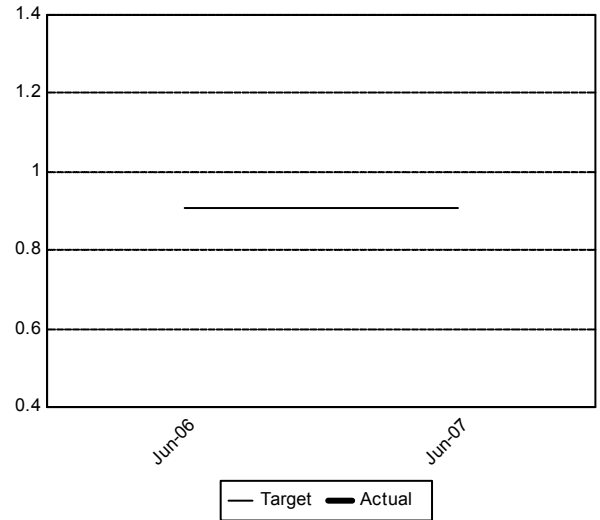
Expected Results

Consumers pay fair rates; companies invest to ensure adequate energy supplies and reliable service; and the UTC resolves regulatory issues promptly and fairly.

As of 8/1/2006

Activity Version: 2E - Agency recast for 06 supplemental

Washington investor-owned electric utility customer bills as a ratio of national investor-owned electric bills.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	0.91		
	4th Qtr	0.91		
Current biennium figures not yet available.				



A008 Regulation of Water Companies

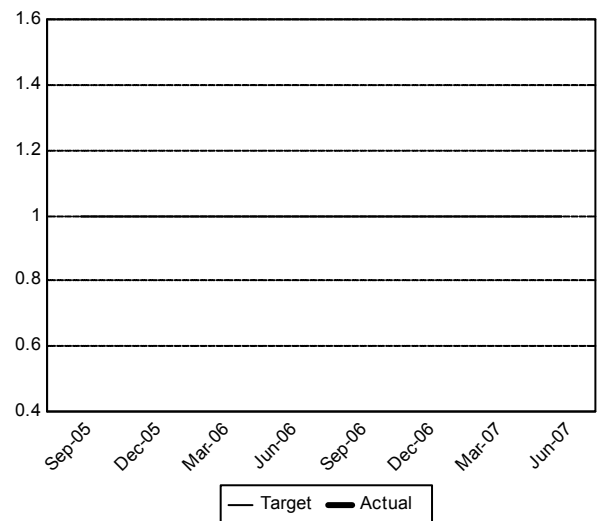
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Commissioners, companies, customers, and stakeholders have the information they need to determine whether rates are fair, just, reasonable, and sufficient and that other filings are in the public interest; captive customers are protected from potential abuse by monopoly water companies; water companies invest to provide high quality water supplies; and regulatory issues are resolved promptly and fairly.

Ratio of closed to opened docket filings per quarter.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	1		
	7th Qtr	1		
	6th Qtr	1		
	5th Qtr	1		
	4th Qtr	1		
	3rd Qtr	1		
	2nd Qtr	1		
	1st Qtr	1		
Not measured in 2001-2003 biennium.				



A009 Solid Waste Companies Licensing, Regulation, and Safety

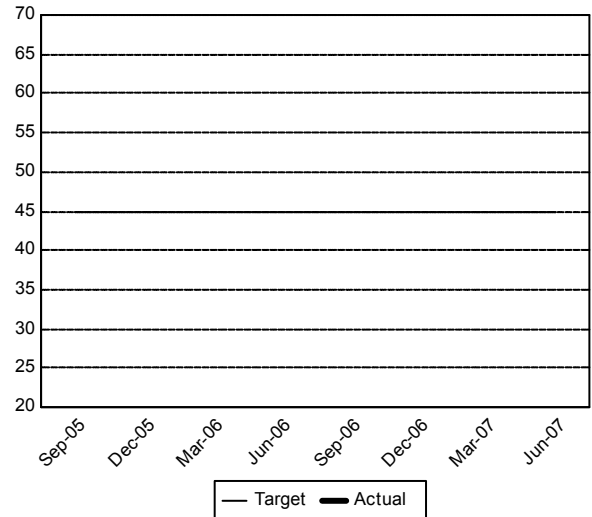
Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

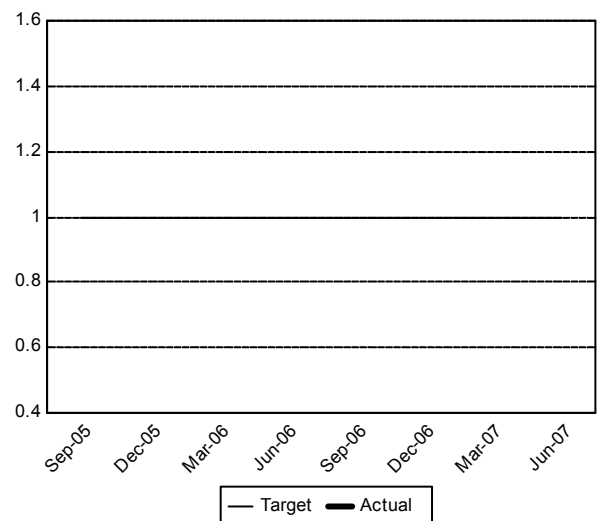
Fair rates; safe operations; services that customers and local governments want; financially sound companies; satisfied partners; and prompt and fair resolution of regulatory issues.

Number of docket filings per quarter.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	45		
	7th Qtr	45		
	6th Qtr	45		
	5th Qtr	45		
	4th Qtr	45		
	3rd Qtr	45		
	2nd Qtr	45		
	1st Qtr	45		
Not measured in 2001-2003 biennium.				



Percentage of companies with a current compliance review
Not measured in 2001-2003 biennium.

Ratio of closed to opened filings per quarter.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	1		
	7th Qtr	1		
	6th Qtr	1		
	5th Qtr	1		
	4th Qtr	1		
	3rd Qtr	1		
	2nd Qtr	1		
	1st Qtr	1		
Not measured in FY 02.				



A010 Telecommunication Companies Licensing and Regulation

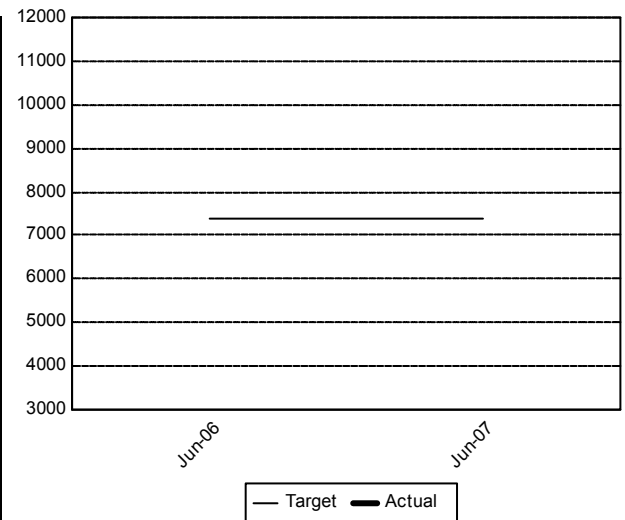
Statewide Result Area: Improve statewide mobility of people, goods, and services

Statewide Strategy: Improve mobility system quality and service

Expected Results

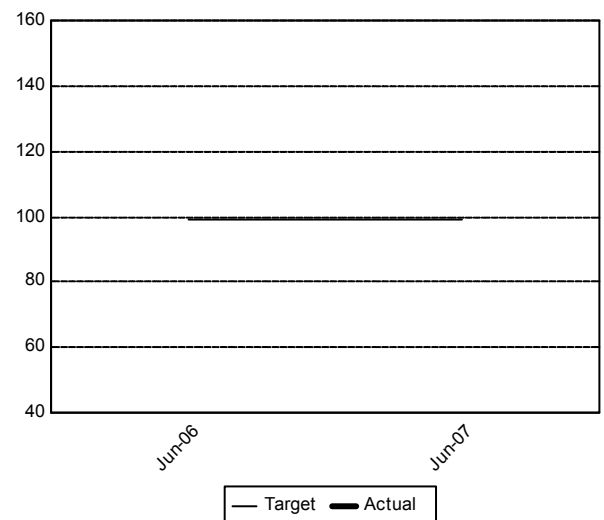
Telephone service is universally available; the telecommunications industry is competitive; telecommunications companies invest to provide reliable service; consumers are protected from unfair business practices; and regulatory issues are resolved promptly and fairly.

Measure of competition in the telephone industry using the Herfindahl-Hirschman Index, a widely used index of market concentration.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	7,400		
	4th Qtr	7,400		



Percentage of interruptions of service restored by reporting companies within 48 hours.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	99%		
	4th Qtr	99%		

Not measured in 2001-2003 biennium.



A011 Transportation Companies Licensing, Regulation and Safety

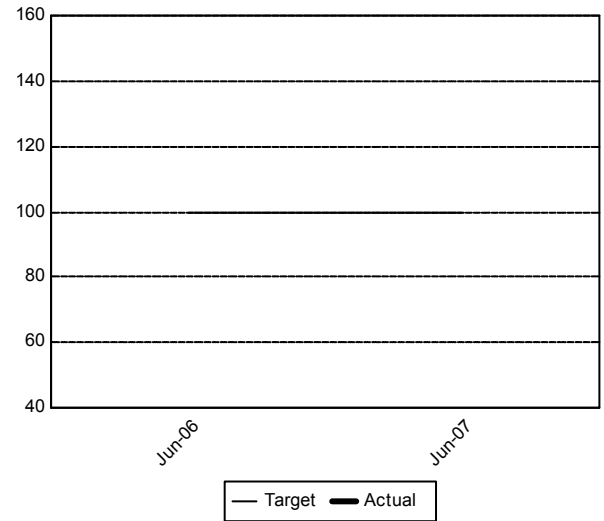
Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Prevent accidents and prepare for emergencies

Expected Results

Customers pay reasonable rates; service is safe, reliable, and available; and regulated companies get fast, reliable service from the UTC.

Percentage of companies with a current compliance review.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	100%		
	4th Qtr	100%		



Percentage of motor carriers registering/renewing on-line.				
Biennium	Period	Target	Actual	Variance
2005-07	6th Qtr	50%		
	2nd Qtr	50%		

On-line renewal not available in 2001-2003 biennium.

